

What is claimed is:

1. A network system having an information providing apparatus for providing information via the network and a user apparatus for acquiring intended information via the network, comprising:

a user apparatus for requesting intended information with respect to a specific information providing apparatus to a predetermined information relaying apparatus different from said information providing apparatus;

an information relaying apparatus for changing said request for information with respect to said user apparatus to a format that does not enable identification of the user apparatus originating the related request, transmitting the format changed request to the information providing apparatus of the destination of the request, when there is a request for communication from said information providing apparatus, performing predetermined communication with respect to said user apparatus and enabling communication between said information providing apparatus and said user apparatus; and

an information providing apparatus providing information via the network, requesting communication with said user apparatus originating the request from

said information relaying apparatus based on said request for information transmitted from said information relaying apparatus.

2. A network system as set forth in claim 1,  
5 wherein

said information relaying apparatus deletes information identifying the user apparatus originating the request with respect to said request for information, imparts a predetermined identifier that does not enable  
10 identification of the user apparatus originating the request but identifies the request for information, and transmits the request to the information providing apparatus and

said information providing apparatus notifies  
15 said information relaying apparatus of a predetermined identifier for identifying said request for information attached to said request sent from said information relaying apparatus so as to request communication with the user apparatus originating the request to the  
20 information relaying apparatus.

3. A network system as set forth in claim 2,  
wherein

said information providing apparatus provides information by a web page having a predetermined object  
25 for operation when requesting information and

said user apparatus accesses said web page to obtain information and requests said information from said information providing apparatus when a predetermined object is operated.

5           4.    A network system as set forth in claim 3,  
              wherein said predetermined object for requesting  
              information provided in the web page provided by the  
              information providing apparatus performs processing for  
              inputting information relating to said request for  
10           information in said user apparatus in a state not able to  
              be viewed by said information providing apparatus and  
              transmitting said input information to said information  
              relaying apparatus in a state not able to be viewed by  
              said information providing apparatus.

15           5.    A network system as set forth in claim 4,  
              wherein said object has an appearance which clearly  
              indicates it is an object performing said processing in a  
              state not able to be viewed by said information providing  
              apparatus.

20           6.    A network system as set forth in claim 4,  
              wherein said predetermined object is a processing module  
              encrypted by said information relaying apparatus and  
              substantially provided in said information providing  
              apparatus.

25           7.    A network system as set forth in claim 4,

wherein

said information providing apparatus generates response information for said request based on said request for information transmitted from said information relaying apparatus and transmits the response information to the information relaying apparatus and

said information relaying apparatus transmits said response information to said user apparatus through the network.

8. A network system as set forth in claim 4, wherein said information providing apparatus searches for a person suitable for responding to said request based on said request for information transmitted from said information relaying apparatus and notifies the request for information to said person.

9. A network system as set forth in claim 8, wherein

the request for communication from the information providing apparatus to said information relaying apparatus is a request for communication by voice through the telephone and

said information relaying apparatus calls said user apparatus and secures a communication path by telephone between said information providing apparatus and said user apparatus based on said request for

communication.

10. A network system as set forth in claim 1,  
wherein

the request for communication from the  
5 information providing apparatus to said information  
relaying apparatus is a request for communication by  
voice through the telephone and

said information relaying apparatus requests  
real time voice communication with the user apparatus  
10 through the network and secures a communication path by  
telephone between said information providing apparatus  
and said user apparatus through said voice communication  
apparatus based on said request for communication.

11. A network system as set forth in claim 8,  
15 wherein said information relaying apparatus stores  
content of a request for information, information  
identifying the user apparatus originating the request,  
and a predetermined identifier identifying the request  
for information linked together, performs predetermined  
20 statistical processing on the stored information, and  
analyzes the generation of requests for information.

12. A network system as set forth in claim 11,  
wherein said information providing apparatus determines  
an environment of said information providing apparatus  
25 including one or both of a configuration of said

information providing apparatus and the deployment of persons for handling said requests for information based on the result of analysis.

13. A method of communication between an  
5 information providing apparatus providing information and a user apparatus connected by a network, wherein:

the user apparatus requests the intended  
information with respect to a specific information  
providing apparatus to a predetermined information  
10 relaying apparatus different from said information  
providing apparatus,

said information relaying apparatus changes  
said request for information to a format that does not  
enable identification of the user apparatus originating  
15 the request and transmits the format changed request to  
the information providing apparatus of the destination of  
the request,

said information providing apparatus requests  
communication with said user apparatus originating the  
20 request based on said request transmitted from said  
information relaying apparatus with respect to said  
information relaying apparatus, and

said information relaying apparatus performs  
predetermined communication with said user apparatus  
25 based on said request of communication and makes the

communication between said information providing apparatus and said user possible.

14. A method of communication as set forth in claim 13, wherein

5           said user apparatus accesses the web page provided by the information providing apparatus through the network and operates a predetermined object requesting information provided in the web page so as to request said information to the information providing  
10           apparatus and

          said predetermined object inputs the information relating to the request for information from said user apparatus in a state not able to be viewed by said information providing apparatus and transmits the  
15           input information to said information relaying apparatus in a state not able to be viewed by said information providing apparatus.

15. A method of communication as set forth in claim 13, wherein

20           said information relaying apparatus deletes information identifying the user apparatus originating the request with respect to said request for information, imparts a predetermined identifier that does not enable identification of the user apparatus originating the  
25           request but identifies the request for information, and

transmits the same to the information providing apparatus and

said information providing apparatus notifies said information relaying apparatus of a predetermined identifier for identifying said request for information attached to said request sent from said information relaying apparatus so as to request communication with the user apparatus originating the request to the information relaying apparatus.

10 16. A method of communication as set forth in claim 13, wherein said information identifying the user apparatus originating the request includes one or both of an IP address and telephone number of the user apparatus.

15 17. A method of communication as set forth in claim 13, wherein

said information providing apparatus generates response information for a transmitted request for information based on said request and transmits the response information to the information relaying apparatus and

said information relaying apparatus transmits said response information to said user apparatus through a network.

25 18. A method of communication as set forth in claim 13, wherein said information providing apparatus searches



for a person suitable for responding to a request for information transmitted from said information relaying apparatus based on said request and notifies said request for information to that person.

5        19. A method of communication as set forth in claim 13, wherein

said information providing apparatus requests communication by voice to said information relaying apparatus through the telephone and

10        said information relaying apparatus calls said user apparatus and secures a communication path by telephone between said information providing apparatus and said user apparatus based on said request for communication.

15        20. A method of communication as set forth in claim 13, wherein

said information providing apparatus requests communication by voice to said information relaying apparatus through the telephone and

20        said information relaying apparatus requests real time voice communication with the user apparatus through the network and secures a communication path by telephone between said information providing apparatus and said user apparatus through said voice communication  
25        apparatus based on said request for communication.

21. A communication system for performing intended communication between a first communication apparatus and a second communication apparatus based on a request of said first communication apparatus in a network with a plurality of communication apparatuses connected therein, comprising:

a first communication apparatus for requesting intended communication with respect to a specific second communication apparatus to a predetermined relaying apparatus;

a relaying apparatus for converting the request to a format that does not enable identification of the first communication apparatus originating the request when said intended communication is requested from said first communication apparatus, requesting the intended communication with respect to the second communication apparatus of the destination of the request, and performing predetermined communication based on the request with respect to said first communication apparatus when said second communication apparatus requests communication with said first communication apparatus; and

a second communication apparatus for requesting communication with said first communication apparatus originating the request from said relaying apparatus when

said relaying apparatus requests said intended communication and performing the intended communication based on said request with the first communication apparatus.

5           22. An information relaying apparatus comprising:  
            a first receiving means for receiving a request for intended information with respect to an information providing apparatus from the user;

            a converting means for converting said received  
10     request for information to a format that does not enable identification of the user apparatus originating the request;

            a transmitting means for transmitting said  
            converted request for information to the information  
15     providing apparatus;

            a second receiving means for receiving a request of the communication with respect to said user apparatus from said information providing apparatus;

            a user apparatus detecting means for  
20     identifying the user apparatus of the destination of the communication based on said received request for communication; and

            a communicating means for predetermined communication based on said request with respect to the  
25     user apparatus based on said detection result.

23. An information relaying apparatus as set forth in claim 22, wherein

said converting means deletes information identifying said user apparatus originating the request from the request for information, adds a predetermined identifier identifying said request for information without enabling identification of the user apparatus originating the request when converting, and

said user identifying apparatus identifies said user apparatus based on a predetermined identifier identifying said request for information notified from said information providing apparatus.

24. An information relaying apparatus as set forth in claim 23, wherein said converting means generates a random identifier unrelated to the information identifying the user apparatus originating the request as the predetermined identifier identifying said request for information.

25. An information relaying apparatus as set forth in claim 23, wherein

said converting means generates said predetermined identifier identifying said request for information based on information identifying the user apparatus originating the request and

said user apparatus detecting means reversely

generates information identifying said user apparatus  
originating the request to identify the user apparatus  
based on said predetermined identifier identifying said  
request for information notified from said information  
5 providing apparatus.

26. An information relaying apparatus as set forth  
in claim 23, further comprising a storage means for  
storing information including information identifying the  
content of the request for information, information  
10 identifying the user apparatus originating the request,  
and the predetermined identifier identifying the  
requested information.

27. An information relaying apparatus as set forth  
in claim 26, wherein said user apparatus detecting means  
15 detects information stored in said storage means and  
identifies the user apparatus based on said predetermined  
identifier identifying said request for information  
notified from said information providing apparatus.

28. An information relaying apparatus as set forth  
20 in claim 26, further provided with an analysis means for  
performing predetermined statistical processing on said  
information relating to said request for information  
which is stored and analyzing the generation of said  
requests for information.

25 29. An information relaying apparatus as set forth

in claim 28, wherein

said storage means stores information relating to the time of occurrence of a request for information linked with said requests for information and

5           said analysis means analyzes said requests for information using the time as an indicator.

30. An information relaying apparatus as set forth in claim 28, wherein

10           said storage means restores said requests for information for each user apparatus and

          said analysis means analyzes said requests for information using the user apparatus as an indicator.

31. An information relaying apparatus as set forth in claim 23, wherein said communicating means  
15       communicates with said user apparatus by a communication path including at least one of a network, telephone line, or network telephone function through a network based on said request for communication.

32. An information relaying method comprising a  
20       step of:

          receiving a request for intended information with respect to an information providing apparatus from a user apparatus;

          deleting information identifying the user  
25       apparatus originating the request with respect to said

request for information, imparting a predetermined identifier that does not enable identification of the user apparatus originating the request but identifies the request for information, and converting the same to a new request for information;

transmitting said converted request for information to the information providing apparatus;

receiving the request for communication with respect to a user apparatus containing a predetermined identifier for identifying said request for information from said information providing apparatus;

detecting information identifying the user apparatus of the destination of the communication based on said predetermined identifier of said received request of communication; and

performing the predetermined communication based on said request with respect to the user apparatus based on said detection result.

33. An information providing apparatus comprising:

a first apparatus providing on a web page an object having a function of receiving input of information enabling identification of a user apparatus accessing the web page and transferring the received information to a specific apparatus in a format that does not enable viewing by the information providing apparatus

and providing information on the network by using a web page that can perform the request via the object with respect to the user apparatus requesting the communication and

5           a second apparatus for performing predetermined processing for handling a request for communication comprised of said request for communication received from said object converted to a format that does not enable identification of the user apparatus and transmitting the same to a predetermined designated response apparatus.

10           34. An information providing apparatus as set forth in claim 33, wherein said first apparatus arranges said object in said web page in a state clearly indicated as an object for said processing in a state unable to be viewed from said information providing apparatus

15           35. An information providing apparatus as set forth in claim 34, wherein said second apparatus

is provided with a database means storing information,

20           searches through the database means and generates information of a response to a request for communication when said request for communication is a request for information, and

          transmits the same to a predetermined designated response apparatus.

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